



LOGGING IN TO LOLA:

1. Go to **www.fletcher.edu**
2. Click the **LOLA LOGIN** link located at the top of Fletcher's webpage
3. Locate the box titled **I DON'T KNOW MY PASSWORD**
4. Select either **SEND E-MAIL** or **VERIFY PERSONAL INFORMATION**
5. Provide the information being requested and select **NEXT**
6. If you selected **SEND E-MAIL**, an email will be sent with further instructions. If you selected **VERIFY PERSONAL INFORMATION**, move to step 7.
7. Your username should appear – write down this username for future use.
8. Click **NEXT**
9. Create a password using the following guidelines:
 - Must not contain any part of your name
 - Must be between 12 and 20 characters in length
 - Must contain at least one uppercase letter
 - Must contain at least one number
 - Must contain at least one of the following: * = +
 - Must only contain letters, numbers and one of: * = +
10. Confirm your password and click **NEXT**.
11. Click **RETURN TO LOLA**
12. Log in with your username and your new password.